

Job Description
Missouri State Highway Patrol

Class Title: Clerical Services Supervisor - DDCC

Title Code: V00594

Effective Date: 10/29/97

Date Reviewed:

Date Revised: 12/27/04

Immediate Supervisor: Assistant Director

Position Supervised: Clerical personnel

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is responsible supervisory, technical and advanced clerical work in the Division of Drug and Crime Control. The employee in this position trains new clerical employees assigned to the division and prioritizes, assigns and reviews the work of these employees. The employee serves as backup to the division director's special assistant and the narcotics crime information analyst and serves as the division's ISD Level I representative. Work is subject to general review and supervision by the assistant division director for conformance with policies and procedures.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Coordinates, delegates, and supervises the work of a group of clerical staff; (i.e., typed correspondence, confidential arrest/incident/investigation reports, and general data entry); reviews work for accuracy and completeness; approves/disapproves leave; prepares probationary and annual evaluations; trains and orientates new clerical assigned to the division.

Serves as ISD Level I representative by providing technical guidance to division employees and members on AS400 applications, Lotus Notes, Word, Excel, Mules, etc.

Processes, compiles, and or generates various forms of correspondence, records, reports, and graphics material (e.g., CAD crime scenes, Patrol News articles, requests for training, out of state travel authorizations, polygraph reports, patrol car accident reports, expense reports, etc.); provides administrative support to division assistant directors by processing correspondence, taking and transcribing division meeting minutes, etc.

Serves as division Terminal Agency Coordinator; coordinates and updates access and authority records for all users in the division for MULES/AS400/PC databases and applications; maintains current files on MULES certification for the division; performs required criminal history checks on all certified operators in the division.

Compiles statistical data and information for monthly and annual reports; establishes and maintains complex files, both hard copy and computerized; develops database query programs to generate specific computer generated reports.

Develops and maintains various databases and spreadsheets as necessary (e.g., "No Response Calls", "Survey Code 123" spreadsheet, etc.).

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Serves as the division's worker's compensation representative; processes worker's compensation claims; checks forms for accuracy and completeness; maintains division worker's compensation files.

Archives records, both hard copy and computer, as outlined by division policies and procedures.

Serves on Patrol committee oral interview boards, etc., as requested.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of modern office procedures, practices, and equipment.

Working knowledge of MULES, NCIC, and DOR computer files.

Working knowledge of the activities of the clerical positions supervised.

Working knowledge of Missouri's Sunshine Laws and departmental regulations governing the dissemination of criminal history records information.

Knowledge of the basic principles and practices of supervision.

Knowledge of the Criminal History CJ02 system.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to understand and follow written and oral instructions and convey them to others effectively.

Ability to multi-task.

Ability to work under pressure to meet deadlines.

Ability to expedite a voluminous flow of detailed work.

Ability to maintain complex records and files.

Ability to plan and direct the work of others.

Ability to work independently and exercise initiative.

Ability to establish and maintain harmonious working relationships with others.

Ability to effectively proofread typewritten work.

Possess the skill to type 40 words per minute with ten (10) errors or less.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

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Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.

Possess at least five years of clerical experience with the Highway Patrol.

NECESSARY SPECIAL REQUIREMENTS

Possess at least one year supervisory experience or successfully complete the department's supervision course within a period not to exceed one year after becoming a supervisor or possess comparable training.

Must be MULES certified.